

# **Changes in Patient Profile**

- Latino population in Alabama has increased from 75,830 in 2000 to 185,602 in 2010.
- Latinos continue to be the largest U.S. minority group
- Immigrants to Alabama come from Mexico, Guatemala, Colombia, other Latin American countries and many speak little or no English







#### **Similarities**

- Speak Spanish
- Close family ties
- Moral values
- Folk tradition (music, dance, art)

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## Differences Among Hispanics Living in the USA

- Country of origin
- Place of residence (rural, urban in own country)
- Educational Level
- Socio-economic status
- Immigration Status

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#### Beliefs and Values

- The Family Unit
  - Respeto
  - Verguenza
  - Personalismo
  - Simpatía

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#### Communication



- English limitation
- Tend to avoid confrontation
- Hesitate to disclose personal or family information to a stranger
- Females are more expressive than males
- Great non verbal communication

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### Rigid and well defined sex roles

- Man's Role
  - Bread winner
- Decision Maker
- Woman's Role
  - Responsible of household
  - Children's education and care
  - Mediator/keeps family together

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# Health Care Believes and Practices!

- Religion has an impact in health practices
- Disease caused by evil spirits, magical powers and emotional upsets
- Use of alternative care:
  - Curandero
  - Yerbero
  - Espiritista

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## Barriers to Receiving Health Care:

- Language
- Poverty/lack of insurance
- Lack of infrastructure
- Trust/non-verbal messages from providers

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# Ways of Communication When Language Barriers

- Non Verbal communication
  - Facial expressions
  - Voice intonation
  - Emotional responses
  - Eye Contact
  - Touching
  - Smile

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# Tips for Working With People Who Speak Another Language

- Do not think that people who are struggling with English are stupid
- Learn greetings, titles of respect, and attitude toward touching
- Write numbers down when giving instructions
- Ask questions in several different ways
- Be friendly, accepting and approaching
  - "Everybody relates to a smile"

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## Language Line Services

- Dial 1-866-874-3972
- Provide to representative:
  - 6-digit client ID: 515029
  - Company Name: State of AL Dept Public Health
  - Press 1 for Spanish
  - Press 2 for all other languages
  - Enter your 3 Digit Site Code and 4 digit ph ex

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#### How can we best serve the Hispanic Client

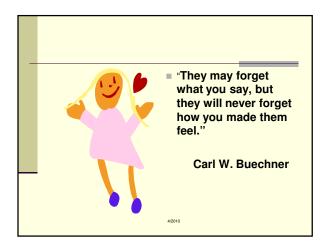
- Educate yourself regarding the Hispanic Culture.
- Equip yourselves with visual aids that will enable you to communicate efficiently.
- Be sensitive to the person first and then worry about the task at hand.



# Practical steps

- ASK QUESTIONS there is no such thing as a stupid question.
- NETWORK form partnerships with area agencies working with ethnic group.
- USE TRAINED INTERPRETER interpreters are invaluable in helping you understand both what the patient is saying, and where the patient is coming from.

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### **Contact Information**

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